

product that is then resold by CompuCom. This will ensure that our State Computer Store customers only receive the best in quality and value.

The first step in selecting a product line is developing a relationship with the manufacturer of that product. CompuCom maintains direct relationships with all of the major manufacturers in the PC industry. This direct relationship removes the “middle person” and allows CompuCom to work directly with the manufacturer on all aspects of procuring a product line. Issues such as packaging, distribution, quality control, research, and development are reviewed on a regular basis to safeguard our customers from inferior products.

After CompuCom develops a working relationship with a manufacturer, we review the products offered by that manufacturer. This is accomplished by either scrutinizing technical specifications, or in many cases bringing a representative sample into CompuCom's “CompatibilityLab”. This lab allows our product specialist to test the product in working situations and to integrate it into a network environment if necessary. This high level of scrutiny once again protects State Computer Store customers from non-standard or incompatibility issues that can reduce productivity in their agencies.

One of our final steps in cementing a relationship with a manufacturer/distributor is to secure the best possible price discount, terms and conditions. By utilizing a cost-plus product pricing strategy CompuCom offers competitive pricing to our customers. With this pricing structure the State Computer Store product pricing reflects the most current price change offered by the manufacturers. By negotiating for the optimum pricing and terms, CompuCom can pass on the best possible pricing to our customers of the State Computer Store. CompuCom maintains its position by providing the best quality at the lowest prices.

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BREADTH OF PRODUCT

Below is a matrix of products that CompuCom will offer through the California State Computer Store contract DGS-9014. The product lines that we have proposed for all single system unit manufacturers are the complete product line on all products available from that particular manufacturer and are the type of products typically sold to corporate, governments and/or education customers.

Manufacturer	System Units	Windows NT/2000 Workstations	Monitors	Printers	Software	Add On Boards & Memory Upgrades	Peripherals	Networking	Host Communication Devices	Accessories	Supplies
3Com											
3M											
ABL											
Adaptec Inc											
Adesso											
ADIC Systemes											
Adobe Systems											
Adtran											
Advantage Memory											
Aironet											
Alien Skin Software											
Allaire Corporation											
Allied Telesyn International											
American Power Co											
Apex Software											
Apple Computers Inc.											
Asante											
ATI Technologies Inc.											
Attachmate											
Autodesk											
Banyan Systems											
Belkin Components											
Bindview											
Blackbox											
Boca Research											
Borland											
Broderbound											

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Brother International											
Caere Corporation											
Calcomp											
Cannon Computer Systems In											
Check Point Software											
Cisco Systems											
Citrix Systems, Inc.											
Codi Inc.											
Compaq											
Computer Associates, Intl											
Connectix Corporation											
Cordax, Inc.											
Corel											
Creative Labs											
Curtis Manufacturing											
Cybex Computer Products											
Dataviz											
Digi International											
Digi Lan Products											
Digital Storage Inc.											
Eastman Kodak											
E-Help											
Elron Software											
Enterasys											
Epson America											
ESRI											
Exabyte											
Executive Software International											
Extended Systems											
Farallon											
Filemaker											
Focus Enhancements											
Fujitsu											
Golden Ribbon & Toner Corp											
Hewlett Packard											
Hitachi											
Humming Bird											

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Manufacturer	System Units	Windows NT/2000 Workstations	Monitors	Printers	Software	Add On Boards & Memory Upgrades	Peripherals	Networking	Host Communication Devices	Accessories	Supplies
IBM											
IDM Computer Solutions											
IMSI											
Intel											
Intuit											
Iomega											
IPSWitch Inc.											
KDS Engineering											
Kensington Microware											
Keytronics											
Kingston Technology											
Labtech											
Learnware											
Legato Systems											
Lexmark											
Liebert											
Logitech, Inc.											
Lotus											
Lucent Technologies											
Macromedia											
Madge Networks, Inc.											
Mag Innovisions											
Matrox Electronic											
Maxell											
Maxtor											
Metatools Inc											
Micro Security Devices											
Microedge											
Micrografx, Inc											
Microhouse International											
Microsoft											
Microtek											
Mindscape											
Miramar											
Mitsubishi											
Motorola/ATI											
MPM Goldenram											
Multimedia Access Corp											

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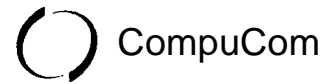


Manufacturer	System Units	Windows NT/2000 Workstations	Monitors	Printers	Software	Add On Boards & Memory Upgrades	Peripherals	Networking	Host Communication Devices	Accessories	Supplies
NEC											
NetGear											
Netmanage											
Netscape											
Network Associates											
Nokia (Viewsonic)											
Nortel Networks/Bay Networks											
Novell											
Okidata											
Olicom											
Olympus											
OmniPro Systems											
Open Text Inc											
Optical Coating Laboratories											
Oracle Corp.											
Palm (3Com)											
Panamax											
Panasonic											
Pentax											
Peregrine											
Persoft, Inc.											
PK Ware, Inc.											
Port Computer Breifcases											
Powerquest Corp.											
Procom Technology											
Professional Ergonomic Solutions											
Proxima											
PS Solutions											
Puma Technology											
QMS											
Quantum Corporation											
Quark, Inc.											
Quarterdeck											
Remedy											
Samsung Pacific/Samtron											
Savior Tech Group											
Seagate Software											



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Seagate Technology											
Seiko Instruments USA, Inc.											
Sharp											
Sierra Wireless											
Software Toolworks											
Sony Corp Of America											
Southland Micro											
Standard Micro Systmes											
Symantec											
Symbol											
Tally Systems											
Tangram											
Targus											
TDK Systems											
Techsmith											
Tektronix, Inc (Xerox)											
Time Warner Trade Publishing											
Toshiba											
Trend Micro											
Trippe-Lite, Inc.											
UMAX											
Verbatim Corporation											
Vertas Software, Corp											
Viewsonic											
Viking Components Inc.											
Visioneer											
VST Power Systems, Inc.											
W. Quinn Associates											
Watcom/Powersoft											
Western Digital Corp											
WRQ Inc. (Walker Richard Quinn)											
Wyle Systems											
Xerox											
Xircom											
Xtend Microproducts											
Yamaha											
Zoom											



As required by RFP DGS-9014, CompuCom will provide only new products through the State Computer Store. All products offered through the State Computer Store will meet the productive use requirements as specified in current state policy.

VENDOR RELATIONSHIPS

Our strategic vendor relationships enable CompuCom to provide you with a range of products and services that are not available through smaller resellers or directly from the manufacturers.

Special Pricing Programs to Reduce Acquisition Costs

Status as a major provider of order fulfillment services allows CompuCom to fully participate in special pricing programs extended by manufacturers. As a client, you can be confident that regardless of the size of your procurement needs, CompuCom extends the best price possible to help you reduce acquisition costs across your enterprise.

Final Assembly Programs

In early 1997, CompuCom began working with IBM to implement the first final assembly program in the industry. Since then, CompuCom has aggressively pursued this strategy and has initiated similar programs with Compaq, Hewlett Packard, and Toshiba. Final assembly programs allow CompuCom to custom-build complete units to meet your standardization requirements. These units are built from components provided by the manufacturer and are covered by all applicable manufacturer warranties. These **built-to-order** programs allow CompuCom to dramatically reduce your order-cycle time, increase the efficiency of major rollouts, and ensure minimal end-user downtime.

Access to Pre-release Information to Assist in Strategic Planning

Because of CompuCom's large sales volume, major manufacturers make a concerted effort to provide up-to-date information regarding future product releases and enhancements. This information is an invaluable tool for our customers in planning and executing well-timed technology deployments.

Service Certification for a Unified Order Fulfillment/Support Strategy

The advantages of maintaining a single source for order fulfillment and support functions have been clearly established. By partnering with CompuCom, your single source provider, you are able to significantly reduce support management costs by minimizing the amount of time, resources, and administrative activities required to manage multiple vendor agreements.

Vendor Training to Reduce Support Management Costs

Because of the volume of business conducted with these manufacturers, CompuCom is able to take advantage of special training programs that provide detailed technical and product information. These types of programs increase the level of hardware support provided by CompuCom, and enable you to more effectively manage major deployments and rollouts.



COMPUCOM'S ALLIANCES WITH MANUFACTURERS

CompuCom is authorized to sell and service a wide range of products. In addition to standard resale and service authorizations, we partner with our largest vendors to develop unique programs for reducing acquisition and support management costs. CompuCom's solid relationships with these vendors significantly expand the range of services available to you. The following pages describe our relationships with our six largest vendors.

COMPAQ CompuCom is authorized to sell Compaq equipment and is a Compaq Systems Provider. To provide you with a higher level of service than is possible with other resellers, CompuCom participates in the following Compaq programs:

- ✧ Channel Configuration Program (CCP)
- ✧ Compaq Authorized Systems Provider (ASP)
- ✧ Accredited Systems Engineer Program (ASE)
- ✧ Targeted Opportunity Sales Support (TOSS)

System Service Provider (SSP)

The SSP program gives CompuCom access to regional spare part depots located in all major metropolitan areas. This broad-based geographical coverage ensures that you have ready access to a reliable source of components for mission-critical systems. Access to these depots directly benefits you by significantly reducing the cost and risk of stocking and investing in spare parts.

As part of this program, detailed configuration information is compiled for each system purchased. This information is maintained in Compaq's Technical Support Center to provide high level help desk support to assist in the resolution of your technical issues. As a participant on the SSP program, CompuCom's engineers have direct access to high-level expertise, bypassing normal help desk call flow.

As a result of this close relationship with Compaq, CompuCom is able to provide you with a complete procurement and support solution for your distributed environment of Compaq equipment.

IBM CompuCom is an authorized reseller and support provider for all IBM hardware and software products. To enhance strategic support for your technology environment, CompuCom participates in the following IBM programs:

- ✧ Authorized Assembler Program (AAP)



- Build From Parts (BFP)
- Premier Enterprise Account Program (PEAP)
- **TechConnect** - IBM Server Specialists
- Reseller Advisory Council (RAC)
- Network Integration Remarketer (NIR)
- **NeTeam**
- Business Enterprise Solutions Team (IBM **BESTeam**)
- Premier Personal Computer Servicer Program (PPCS)

As a member of the IBM **BESTeam** program, CompuCom receives direct technical support, marketing support, and education. Participation in this program raises the level of service that CompuCom provides you for IBM software products.

In addition, CompuCom is a member of the IBM Premier Personal Computer Servicer Program (PPCS). Being a PPCS member allows CompuCom to participate in IBM marketing programs and gives CompuCom access to IBM service training and technical service documentation support. CompuCom technical consultants and engineers attend the IBM **TechConnect** Program, which increases technical skills and proficiency on IBM PC servers as well as networking and open computing solutions. Upon completion of this program, CompuCom engineers receive certification as IBM Professional Server Engineers (**PSEs**) for Novell NetWare, Windows NT, and IBM LAN Server.

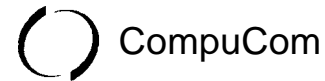
PSE certification provides the following benefits:

- Priority access to the IBM network and server support line
- Access to the IBM PC company bulletin board
- Quarterly distribution of **TechTools** CD ROM technical references libraries, databases, and manuals

IBM Co-Location

CompuCom expanded the relationship with IBM by opening a 95,000 square-foot Configuration Services Center next to IBM's assembly plant in Raleigh, North Carolina. IBM delivers product in bulk to CompuCom, who then configures the product and loads custom software images according to your agency's specifications.

This configuration center is designed to complement IBM's "just-in-time" inventory flow. The design has extensive capabilities in systems integration, mass customization, and project deployment to meet your custom configuration requirements and special deployment projects without extending overall order cycle time.



Co-location provides several benefits to our State Computer Store organization:

- Shorter distribution time
- Closer relationship to manufacturer
- Better access to manufacturer engineering resources to resolve any quality issues
- Reduced number touches, resulting in higher quality and lower dead-on-arrival (DOA) rates

These programs significantly enhance the quality and availability of support service available to you. By partnering with CompuCom for the delivery of these services, you are able to achieve a level of support not available from smaller resellers.



CompuCom is an authorized reseller and support provider for Hewlett Packard products. CompuCom participates in Hewlett Packard's High Assurance Program and Big Deal Pricing Program.

In addition, CompuCom has on-site Hewlett Packard support consultants who provide quick, high-level technical support. This support gives continuous training to CompuCom employees who are required to support mission-critical devices. CompuCom receives supplemental training through participation in the following programs:

- Hewlett Packard News Network (HPNN), an online support service, provides product information, online testing, and information bulletins
- Hewlett Packard Support-disk Subscription provides engineers with access to the Hewlett Packard Support Assistant (CD-ROM-based), an online information system designed to provide technical and product information on Hewlett Packard products

CompuCom also participates in Hewlett Packard's Extended Solutions Partnership Program (ESPP), Hewlett Packard's channel assembly program. CompuCom's participation in this program authorizes CompuCom to build and configure Hewlett Packard products to your specifications, helping you reduce your acquisition costs and order cycle times.



CompuCom is authorized to sell and provide support on Toshiba equipment. To provide you with a higher level of service than is possible with other resellers, CompuCom participates in the following Toshiba programs:

- Toshiba Authorized Service Provider (ASP)



- ⌘ Toshiba Certified Technician Program (TCT)
- ⌘ Volume Purchase Agreement Program (VPA)

Toshiba provides technical training and “A+ certification” to CompuCom’s help desk and field engineers through Toshiba University. Participation in these programs supplements general hardware and software industry knowledge with Toshiba-specific service information. This service enables CompuCom to realize maximum efficiency on the repair of Toshiba products, thereby reducing end-user downtime.

Additional technical support is provided through Atlas Online. This Web-based tool includes an up-to-date parts catalog, maintenance manuals, specifications, and other important issues.

Microsoft CompuCom is a member of the Microsoft Solution Provider (MSP) program. This program provides information, technology, training, and support to increase the level of service on Microsoft products. Microsoft provides CompuCom with the following support:

Productivity Tools- Microsoft Developer Network (MSDN), Microsoft TechNet, Microsoft Knowledge Base, resource kits, Microsoft drivers, and patches.

Technical Support - Guaranteed access to Microsoft support engineers 24 hours a day, seven days a week through Microsoft Priority Comprehensive support.

Education - Access to key technical and business information delivered via satellite broadcast and online; access to local and national training events, conferences, and seminars; Microsoft Certified Professional (MCP) program which qualifies technical CompuCom professionals to become skilled in building, implementing, and supporting solutions with Microsoft products.

Access to Product- Each MSP is provided access to a large suite of application licenses for desktop and server products. This access increases CompuCom’s familiarity with all Microsoft products.

Marketing Support - Business development, Microsoft Infosource Solutions Directory, solutions news.

The MSP program provides technical training and support so that CompuCom can, in turn, provide you with a higher level of service for all current and future Microsoft products. In addition, CompuCom has engineers who are classified and certified as Microsoft Certified Product Specialists (MCPS) and Microsoft Certified Systems Engineers (MCSE).



Novell®

CompuCom participates in Novell's **PartnerNet** Reseller Program, and is designated for authorized Gold and Platinum Partners and in Novell's **PartnerNet** Scholarship Program. In addition, a majority of CompuCom engineers have obtained their Novell certifications, including Certified Network Engineers (CNE) and Master Certified Network Engineers (MCNE). As a Novell Enterprise Consulting Partner (ECP), CompuCom receives access to Novell technical, marketing, and sales resources, which can be transferred to clients to help give them a broader understanding of the Novell family of solutions. Novell supports ECP program members with their own internal consulting staff. In addition, ECPs receive specialized training on new technologies and tools created by Novell.

SOFTWARE MANAGEMENT

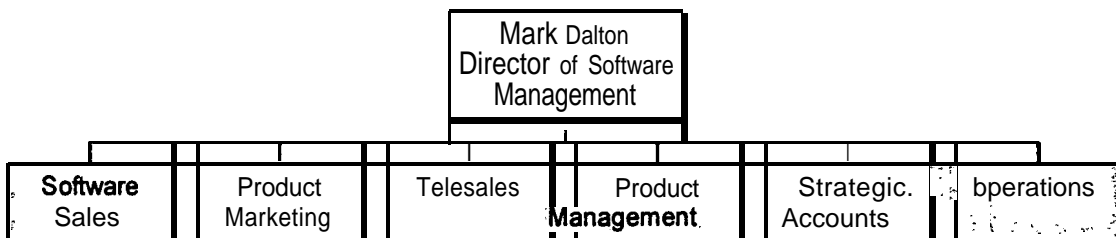
With CompuCom serving as your single source for hardware and software acquisition, you are able to optimize your agency's **software** investment. Integrating software procurement into your overall technology acquisition, deployment, and management strategy, reduces acquisition costs and potentially decreases ongoing support costs.

COMPUCOM SOFTWARE SPECIALISTS

As an integral part of the State Computer Store team, CompuCom will staff Software Specialists to help you understand the various State licensing programs and assist with issues such as asset management and licensing compliance, help coordinate technical resources from the software publishers, and define a software strategy. **CompuCom's** Software Licensing Specialists provide license program and pricing support to the field sales force and dedicated Customer Center Teams.

This kind of support is critically important for two reasons. First, without a program in place, you may be overbuying and not taking advantage of the ability to harvest licenses from obsolete PC assets prior to disposal. CompuCom can assist you in managing this kind of solution to dramatically reduce the cost of software acquisition. Second, without a detailed software acquisition plan that takes into account those variables unique to your environment, it is extremely difficult to effectively manage future software upgrades. CompuCom can assist in the development of such a plan to drive down the cost of future upgrade initiatives.

COMPUCOM'S SOFTWARE MANAGEMENT GROUP - ORGANIZATIONAL STRUCTURE





SOFTWARE PUBLISHERS' LICENSING AGREEMENTS

CompuCom is authorized to distribute licensing agreements for all major licensing programs, including but not limited to:

- Microsoft Select
- Lotus Passport
- IBM Advantage
- Novell Customer Connections
- Corel Universal
- Netscape licensing program
- Adobe Volume Purchase Program
- Claris licensing program
- Symantec licensing program
- Network Associates Perpetual and Assurance

CompuCom's unique position in the marketplace allows it to participate in reseller-specific licensing agreements as they are released. CompuCom's Software Management organization is dedicated to helping you understand and optimize licensing programs to maximize your software investment.

DEPLOYMENT OPTIONS TO MEET YOUR NEEDS

Because there is no single software deployment solution that meets every company's needs, CompuCom provides a wide range of options that can be used individually, or in concert, to provide a cost-effective deployment solution.

Media Duplication - CompuCom's Media Duplication Services offer an effective tool for software deployment. Media duplication allows you to distribute backup images for emergency reloads, new applications, or data updates throughout the enterprise. Media options include products delivered on CD-ROM and 3.5" diskettes.

Publications - If you choose to deploy documentation throughout your enterprise, you can take advantage of original or third party publications offered by CompuCom. You can also utilize CompuCom's publication services to duplicate and deploy internal documentation.

License Proofs - When managing software assets, license proofs are often effective compliance tools because they allow you to track licenses that have

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been acquired through CompuCom. License proofs can be distributed to your financial organization for backup documentation, to end users for a personal computer inventory, or to any other area requiring a physical record of its software assets.

Demonstration **Software** - CompuCom maintains strong relationships with key software publishers and distributors. Since each publisher and distributor maintains their own policies regarding demo and evaluation copies, CompuCom serves as your advocate to coordinate ordering and delivery of demo software.

Disclosure of Pre-release Software - CompuCom maintains strong relationships with key software publishers and distributors. Since each publisher and distributor maintains their own policies regarding pre-release disclosure of information, CompuCom works closely with you to identify and track key software publishers and programs and keep will keep you aware of new software releases.

SOFTWARE MANAGEMENT REPORTING

CompuCom offers comprehensive license tracking, monitoring, and reporting services to help ensure software compliance. More importantly, CompuCom can combine reporting in the way that customers manage assets; consolidating on one report all hardware and software information. Information can include software installed, hardware serial number, and your unique asset number. Using Data Warehouse technology, CompuCom tracks and reports all software acquisitions and is able to quickly provide reports that are tailored to your needs. These reports can be designed to break down data by agency, site, division, cost center, end user, or any other customized requirement.

SOFTWARE WARRANTIES

CompuCom maintains strong relationships with key software publishers. Since each publisher maintains their own warranty policies, CompuCom works closely with you to identify and track key software publishers and keep you aware of any warranty issues. CompuCom's Software Management team serves as your advocate to ensure that you receive the full extent of your warranty service.

ISO-9002 CERTIFICATION

Through ISO-9002 certified procurement, configuration, and distribution processes, CompuCom delivers you the highest quality product at the lowest cost. ISO-9002 certification is a standard for excellence that is internationally recognized and is an integral part of CompuCom's continuous improvement process.

The International Organization for Standardization (ISO) is a worldwide federation of national standards organizations from more than 100 countries. The mission of the ISO is to promote the development of standardization and related activities in the world to facilitate the international exchange of goods and services, and develop cooperation in the spheres of intellectual, scientific, technological, and economic activity. A rigorous



process for certification and re-certification is regularly conducted to ensure and maintain high levels of ISO efficiency and quality.

CompuCom first received its original ISO 9002 certification in January of 1996, taking only nine months, as opposed to the normal 12 to 18 months, to achieve this official recognition. KPMG recertified the areas listed below, as well as the Returned Materials Authorization (RMA) and Technical Sales Support areas in Dallas, TX, in February 1999. CompuCom's next recertification is due for renewal in February 2002. The following areas within the procurement department have earned this certification:

- ☞ Customer order management
- ☞ Real-time documentation
- ☞ Vendor relations
- ☞ Product line management
- ☞ Buying

CompuCom's Configuration/Distribution Centers in Paulsboro, New Jersey and Raleigh, North Carolina earned certification for the following processes:

- Configuration
- Quality assurance
- Advanced network configuration
- Order accuracy
- Consistent configuration rates
- Order tracking status
- Distribution
- Service

DISTRIBUTION

CompuCom's product distribution services give you single-point-of-contact access to a broad selection of manufacturers and products. Whether you require custom-configured PCs and servers or shrink-wrap products and components, CompuCom's selection of distributed desktop products provides you with comprehensive, **ISO-certified** hardware and software distribution services.



Broad-Based Geographic Coverage

Rather than rely on a single, centralized facility, CompuCom provides distribution support in each major U.S. region. With centers in North Carolina, and New Jersey, CompuCom is uniquely positioned to lower shipping costs and reduce transit time, while minimizing the risk of damage to product in transit.

Secure and Reliable Distribution System

CompuCom's broad-based distribution process provides you with a degree of confidence that distributors with a single shipping center simply cannot. CompuCom's multiple centers provide built-in system redundancy to ensure that if one distribution center becomes inoperable, the other centers can continue to process orders and distribute product according to the State Computer Store's delivery requirements

All products sold through the State Computer Store will be delivered free of charge to the location identified on the Purchase Order.

CompuCom's primary multi-vendor center in Paulsboro, New Jersey has uninterruptible power supply (UPS) power backup and diesel generator backup. In the event of a power failure, the UPS system automatically engages to protect critical systems. Seven seconds later, the diesel generator automatically takes over to maintain the operability of critical circuits, delivering power indefinitely for continued operations. This emphasis on security and reliability significantly decreases the possibility of an interruption to service in the event of regional power outage or natural disaster.

DISTRIBUTION CENTER DEPARTMENTS

CompuCom's distribution centers are comprised of Receiving, Order Fulfillment, Shipping, Inventory Control, and Traffic departments. Together, these groups coordinate the efficient delivery of inventory to agencies. The following is a brief overview of each of these functional areas:

Receiving Department

CompuCom's Receiving Department receives and stocks all incoming product that is delivered to CompuCom from suppliers or agencies. This group schedules activities with air and parcel carriers to ensure that daily traffic is efficiently managed. Major carriers, such as FedEx and UPS, arrive at each distribution center daily. All overnight deliveries, such as FedEx P1 and UPS Red, are treated as the highest receipt priority and are received and stocked by 2:00 p.m., local time, daily.

Order Fulfillment Department

The Order Fulfillment Department manages the allocation of incoming product for delivery to agencies. This group uses a Unix-based system called Warehouse Information Management System (WIMS) to manage all receiving, order picking, inventory, configuration, and shipping activities. All products moving through these processes are identified with a unique bar-coded stock keeping unit (SKU) label.



Shipping Department

The Shipping Department processes the invoices for all orders picked and configured each day up until 12:00 midnight. This department manages the final transfer of all outgoing product to carriers. Most pick-ups occur from 5:00 p.m. until closing.

Inventory Control Department

The Inventory Control Department conducts a daily cycle count, researches and resolves all inventory discrepancies, and notifies the field of all order de-allocations.

Traffic Department

The Traffic Department oversees the movement of all product through the distribution centers as it is prepared for shipment to clients. This department produces shipping reports, assists the Corporate Accounts Center sales support representatives with proof-on-deliveries (PODs), researches problem reports, files carrier claims, and oversees carrier routing of pick tickets. Additionally, the Traffic Department works closely with the Corporate Accounts Center and the carriers to ensure your special requirements are completed.

DISTRIBUTION CENTER SERVICES

CompuCom's Distribution Centers provide several offerings in addition to traditional distribution services, each of which is described below.

Product Handline and Storage

CompuCom provides warehousing services for qualified client-supplied product (CSP) storage requests. Typically, these requests are for situations where clients taking advantage of a current manufacturer rebate place orders but cannot accept delivery of the entire order. CSP storage requests are reviewed for specific criteria prior to approval. Pricing is charged on a per unit basis with a one-time insurance fee.

Special Product Handling

On occasion you may require special **packaging/palletization** or labeling for product being shipped to your locations. CompuCom supports these requirements on a **case-by-case** basis.

Carrier Selection

A carrier matrix can be used to help determine the most efficient and cost-effective way to send product to your locations. CompuCom maintains a carrier matrix for each Distribution Center, listing a variety of choices for service levels by each carrier.

Next Day Shipments

This service is used when your order must be shipped and received on the next day. Any courier that can provide the service requested will be used. Requests for this service should be directed to your Customer Service Representative within the Customer Service Center. The Customer Service Representative verifies with the Distribution Center that the request can be accomplished.



DISTRIBUTION AND WAREHOUSE INFORMATION MANAGEMENT SYSTEMS (DIMS & WIMS)

CompuCom collects data from its distribution and warehouse operating activities in two back office systems; Distribution Information Management System and Warehouse Information Management System, or DIMS and WIMS, respectively. Data collected in these systems is downloaded to the Data Warehouse on a daily basis and stored in account specific Data Marts. CompuCom and your personnel can access and generate reports from these Data Marts through the State Computer Store online Electronic Product and Pricing Catalog and Order Tracking and Status System– Web Services. The types of data collected in each system are presented below:

DIMS

The Distribution Information Management System (DIMS) is the primary database where all distribution activities are collected. This system supports the following activities:

- | | |
|---|--|
| • Product management | • Summary billing for your account |
| • Accounts receivable | • Product forecasting |
| • EDI transmission | • Cash applications |
| • Account inquires | • Allocation and de-allocation of product |
| • Print invoices | • Multiple-site deliveries on one order |
| • Order delivery status, tracking, and traceability | • Purchasing, transferring, and sourcing product |

WIMS

The Warehouse Information Management System (WIMS) drives:

- Receiving
- Order picking
- Inventory
- Configuration
- Shipping processes
- Consolidation and coordination of all ordered products

CUSTOM HARDWARE AND SOFTWARE CONFIGURATIONS

CompuCom will perform comprehensive custom hardware and software configuration services for our State Computer Store customers, providing you with the technology equipment that supports your specific business requirements. By combining participation in manufacturer final assembly programs, the efficiency of automated techniques, and the expertise of configuration engineers, customers will receive fully configured product that is ready for plug-and-play installation at the end user's desk

A custom configuration is any system configuration that varies from the manufacturer default. Many of our current State Computer Store customers require custom



configurations to equip their users with systems that have the memory, peripherals, and software applications required to perform specific jobs. CompuCom has the ability to integrate third-party components, and load your specific software image for each laptop, desktop, and server system when configuring your systems by completing the hardware build,. Whether this service is performed at the manufacturers' co-located facilities or at its own Advanced Configuration Center, CompuCom delivers your systems built and configured to your specifications.



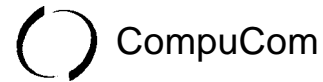
Paulsboro, New Jersey Configuration. Center

PERSONAL **ATTENTION** FOR EACH AGENCY

State Computer Store customers will receive the personal attention of configuration engineers to ensure hardware builds and software images are compatible with their business requirements. These engineers work with your IS department to create the hardware and software configuration process that supports your technical and budgetary specifications. This group serves as an extension of your IS team, providing technical expertise and problem resolution assistance.

CompuCom brings the image development process into a controlled lab environment where the configuration engineers will:

- ⌘ Work closely with you to assist in maintaining your agency hardware and software standards;
- ⌘ Provide assistance in identifying, isolating, and resolving system issues and changes that would normally be found by the end user;
- ⌘ Develop an image that eliminates as much of the hardware assembly, software installation, and testing as possible from occurring on the configuration bench or at the end user's desk;



- ✍ Test the image to make certain you receive the highest quality product, configured to your specifications; and
- ✍ Revise custom images as you change your product standards.

✍ **CENTRALIZED - ISO-9002 CERTIFIED CONFIGURATION PROCESS**

CompuCom brings the configuration process into a centralized, controlled environment where ISO 9002 certified processes are followed. The International Organization of Standards sets forth rigorous quality standards that ensure excellence in service. By following these strict processes, CompuCom achieves order accuracy rates of 99.9 percent, minimizing the amount of Dead-On-Arrival (DOA) equipment you receive. Additionally, CompuCom can affix asset tags to each system component prior to shipping. These tags can facilitate your change and asset management processes, and ultimately reduce your support management costs associated with asset tracking.

Using ISO-9002 processes, CompuCom delivers to you the highest quality configured product, ready to install and use. All of these steps are designed to minimize the time to implement new technology into your organization.

Hardware Assembly

As mentioned earlier, CompuCom participates in final assembly programs with major manufacturers, such as Compaq, IBM, Hewlett-Packard, and Toshiba. Through these programs, and the ability to integrate third-party components, the Advanced Configuration Centers complete your customized hardware builds with the least amount of touches. The configuration center receives the raw materials from the manufacturer and CompuCom's engineers complete the assembly, including the addition of any designated third-party components, according to your specifications. Participation in these final assembly programs and the ability to integrate required third-party components allows CompuCom to deliver mass-customized product of the highest quality within a shortened delivery cycle to our customers of the State Computer Store.

Software Image Load Techniques

CompuCom uses different methods to custom configure system software and will work with each agency to determine the most appropriate and efficient method. Two more commonly used software configuration methods include using cloning tools or a scripted process. CompuCom will also use a WAN circuit connection for qualified system configurations and configuration maintenance. Each of these techniques are described below:

Cloning Tools - CompuCom collects and stores the configuration image you provide from either a hard drive or, by using a cloning tool such as Ghost, from a cloned image on a CD or Jazz cartridge. This cloned image will normally be copied from a system that has been built and tested in your environment and designated as your standard. CompuCom maintains this image in its configuration center and makes duplicates available to the field to facilitate



restoration of workstations, laptops, and even servers that may fail during the course of daily operations. This is the most economical method.

Scripted/Unattended Build Process - CompuCom's consulting group, in conjunction with Configuration Engineers, creates a custom build for each unit for this image load method. Engineers write a script for an automated software load process for your designated operating systems and applications. The process runs unattended each time the appropriate product order is placed. This process generally takes more time than cloning an image; however, it is often necessary for server configurations where wide area network connectivity, individual licensing requirements, and unique security ID numbers are concerns.

WAN Circuit - At times it is advantageous to connect your network to the Configuration Center's network for system configuration or configuration maintenance. This method allows the account engineer to fully develop, test, and certify configurations in the your technical environment. The system testing can consist of verifying all office systems, including communication systems, as they are to be installed at your location. To use this technique, you must provide the WAN circuit needed to support requirements for the amount of data to be downloaded. You will be responsible for circuit-carrier installation and any ongoing fees. CompuCom will extend the link internally to the configuration benches. To ensure network security of both entities, your network cannot be directly connected to the CompuCom network.

Custom Configuration Process

CompuCom's process for creating new, updated, or changed custom configurations includes the following ISO-9002 documented steps:

1. **Client Supplied Product (CSP) Request**-The configuration center receives an image or software for the configuration from you. CSP is any product supplied by your organization for use in the creation of a new configuration stock keeping unit (SKU). CSP typically includes disks, CD-ROMs, hard drives, tapes, asset tags, or a system itself.
2. **Test Order**-An initial order is placed for a single system that consists of all the hardware and software for a specific image build. The image must be built and tested with all hardware and software installed to make certain that all necessary drivers load correctly and that all system conflicts are resolved.
3. **Custom SKU Request Form**-Your agency's State Computer Store Technical Consultant will submit a custom SKU request containing the specifics of the project.
4. **Asset Tag SKU Request Form**— Your agency's State Computer Store Technical Consultant then submits an asset tag SKU request form. This form includes client-specific information such as tag placement, sequence numbers, and product tagging requirements.



5. **Project Started**-The project coordinator receives the CSP, the order, and SKU request form, then assigns an Account Engineer to complete the build instructions and associated processes. The Account Engineer evaluates the documents and tests the download. The Configuration Engineering Group configures and tests all prototype lab orders for initial quality assurance.
6. **SKU Created**-The Configuration Project Coordinator creates the new SKU once it passes the quality assurance test. An e-mail with the SKU description, number, and cost is sent to the Corporate Accounts Center and your State Computer Store Technical Consultant. The SKU number is marked as "Awaiting Customer Consent" pending client approval; orders cannot be placed against this new SKU until approval is received. In most cases, this entire process will be completed within 48 hours from the time that the prototype order, the image components, and the SKU request form have been received. If any problems arise during this process, the configuration time to complete the order may be extended.
7. **SKU Active**-Upon written approval by your agency's IS Team, the SKU is marked as active and orders can be placed against the new SKU number.
8. **SKU Lifecycle**-After both the agency and Configuration Account Engineer have approved the configuration, the SKU is available for order placement. The SKU will remain active until the State Computer Store Technical Consultant notifies the Project Coordinator that the project is over, or for a period of six months after the last order is placed using this SKU. At this time, the download and instructions are archived. The SKU can still be used on new orders with prior notification to the Project Coordinator.
9. **SKU Updates**-Once the SKU has been placed into production, changes to the configuration, such as updates to drivers or the addition of peripheral hardware, may be required. If this occurs, the same process outlined above will be followed except that the order will include a SKU update form. A new SKU must be created if the hardware platform or operating system changes.

With this **ISO-certified** custom configuration process, including full system testing, your configuration requirements are accurately fulfilled prior to receiving the product, reducing the time required to implement new technology in your enterprise.

- IO. **Burn-In** - **CompuCom's** standard burn-in period is for the duration of the time each system is on the bench during the software configuration process. The DOA rate for tier one product is less than one percent.

QUALITY ASSURANCE

CompuCom uses **ISO-certified** quality assurance (QA) processes to ensure you receive high-quality configured systems. Configuration Engineers conduct QA testing on every configured system. This QA process is outlined below:

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Paperwork review

- ✍ Verify that all tickets, notes, and configuration sheets comply with instructions
- ✍ Examine stamps, initials, tag flags, and CSP memos
- ✍ Verify quantity and accuracy of each component's SKU
- ✍ Check DUMMY SKUs to make certain they do not contain configuration instructions

System component inspection

- ✍ Inspect cover screws to ensure they are properly installed and tight
- ✍ Confirm that there are no scratches or damage to the product
- ✍ Examine asset tags for correct placement, when applicable
- ✍ Confirm that accessories and documentation for installed products are included in the system box

Hardware functionality verification

- ✍ Cold-boot system to the operating system to check for errors or POST conflicts
- ✍ Examine BIOS settings by entering system setup
- ✍ Verify memory count and other settings
- ✍ Test all original and installed hardware for operability, unless instructions confirm that the hardware will not work because of testing limitations in the configuration center (i.e. 3270 emulation cards can not be tested); this includes testing sound cards for CD-ROM drives

Software functionality verification

- ✍ Test all installed software for proper operation, except for those applications that will not work; for example, some custom images can contain “nodes” that search for **executables** on end-user networks – these applications will be listed on the configuration instructions
- ✍ Verify that custom download instructions were followed

System tests

- ✍ Verify virus scan time and date
- ✍ Perform CHKDSK (or other program where appropriate) to verify that there are no lost chains or cross-linked files
- ✍ Perform MEM, VER, and DIR to-verify specifications are met according to instructions

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Birth certificate

- ✍ Take electronic snap shot for the Birth Certificate to record complete system configuration details

Repackage system for shipping

- ✍ Shut down system, repack in original shipping material, and forward to the shipping department for processing

In summary, CompuCom offers a comprehensive configuration solution to customers of the State Computer Store that is fully integrated with our distribution services. The configuration offerings feature a centralized process, custom configuration, image development and loads, and capitalize on **CompuCom's** participation in final assembly programs. By coupling configuration with distribution activities, CompuCom delivers systems to you fully configured, pre-tested, and ready for plug-and-play installation. By reducing the amount of hardware assembly, software installation, and testing that occurs at your end user's desk, CompuCom helps you reduce your overall order cycle time, maximizing end-user productivity.

MORE INFORMATION ON THE BIRTH CERTIFICATE

An additional complementary feature offered by CompuCom to State Computer Store customers is the Birth Certificate program. **With** this program CompuCom assists customers in keeping track of their systems by creating a digital Birth Certificate for every system configured. This Birth Certificate contains detailed hardware and software information such as CPU type and speed, disk size, memory configuration, Windows *.ini file details, as well as a complete inventory of all software products and versions loaded.

The Birth Certificate is an extensive electronic record of system configuration data available for every laptop, desktop, and server configured by CompuCom. This information is easily accessible through Web Services--a secure, Web-based procurement system that is customized with your account information. This electronic snapshot of the hardware and software configuration components for each system integrates with other CompuCom services to enhance the level of available support. **With** this information, you are able to reduce your overall acquisition and support management costs, maximizing the return on your IT investment. A sample of the Birth Certificate is presented below.

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Birth Certificate

Date of Birth: 1/6/98 10:34:33 PM

CompuCom Systems, Inc. 'Birth Certificate Program' Asset Configuration Information

Order Number: 280628 **Customer Number:** 001338406
Asset Identification Number: 6750BB733239
Config Location: EDC **Technician:** JOE TOSCANO **Inspected By:** BRIAN HEINTZELMAN
Make: COMPAQ **Model:** ARMADA 7730MT **Serial Number:** 675088733239 **Client Asset Tag Number:** N

Configuration:

Operating System: WIN95 **Ver:** 4.00.1111
CPU Type: 1 PENTIUM166 MHZ
BIOS Date: 1111197
BIOS String: (C) 1982, 1994 COMPAQ COMPUTER
Video Type: V G A
Video Memory: 1 9 8 4

Memory:

Total Memory: 33408
Base Memory: 640
Extended Memory: 32768
Network: CORPORATION - ALL
Computer Name: N / A
IP Address: N/A
Workgroup: N / A

Internal

Description:	Drive:	Type:	Total Space:	Free Space:
COM1				
COM2				
COM3				
Compaq7000 Series Global SpeedPaq Telephony Modem		- MODEM		
Diskette 1 - 3.5 inch diskette (1.44MB)		A FLOPPY		
ES.1670 Control Interface		- SOUND		
HD1		C 65	1664307966	1169937152
HD2		D UNIDENTIFIABLE	458014720	458014720
LPT1				
PS/2 Mouse				
S3 Inc. 86CM65		- VIDEO		
Standard 101/102-Key or Microsoft Natural Keyboard		- KEYBOARD		
Standard PS/2 Port Mouse		- MOUSE		